

IP-911 Network Michigan Feasibility Study Objectives

Options for an IP-based 911 network that is redundant, secure, and provides 9-1-1 network services to the Public Safety Answering Points (PSAPs) and communications providers (i.e. landline and wireless telephone companies and Voice over the Internet [VoIP] services) for Michigan's enhanced 9-1-1 system. The feasibility study should include an evaluation of and an outline of various available options in regard to key issues such as technical, operational, fiscal, and political feasibility, in addition to other considerations.

Technical Feasibility:

The study should take into consideration the status of industry standards currently being developed compared to the time frame for desired implementation of an IP-based 9-1-1 system. This should include an inventory of the various functionalities provided by different standards currently being developed (i.e. I-2, I-3, etc) and the timing of availability for crucial functionalities. This would also look at whether certain functions are technologically possible, but due either to cost or the need to adopt necessary standards by different providers, are not possible, and if not, when those functions would be feasible.

Operational Feasibility:

A system operational plan, including considerations for who should own and manage the system. (Management includes trouble reporting, training, and other operational functions).

The study will need an inventory component that includes:

- Existing PSAP capability & CPE capacity
- Level of service (VoIP, Phase I/Phase II)
- 9-1-1 Service provider capability
- Secondary PSAPs capacity & interaction
- Existing networks & back-up PSAPs

Identify the system user's needs, including:

- Database interfacing for service providers
- Interoperability for PSAPs
- Communications provider's connectivity into the system

A migration plan for the current 9-1-1 network and PSAPs in Michigan to the IP-based system.

Exploration of options for system security and redundancy.

Economical Feasibility:

Cost projections for the proposed IP-911 network's implementation and ongoing maintenance, security, and operations.

Recommendations on additional and/or continued funding for the implementation, operation, and maintenance of an IP-911 network.

A listing of quantified benefits, including, but not limited to; long-term cost savings, enhanced interoperability between PSAPs, redundancy, and system flexibility

A price on how much an IP-911 solution will cost versus the benefits that will be obtained.

Political Feasibility and other Considerations:

Political feasibility would be aimed at understanding the impact on individual customers, various technologies (i.e. wireline, wireless, VOIP, etc) as well as the costs of running such a system and whether it will require annual appropriations from the Legislature, which will require continual demonstration of the benefits versus the costs.

Political feasibility also would include the role of local PSAPs, county government, and state agencies in connecting to and managing a new system and whether this creates any new conflicts or is a role that complements intergovernmental cooperation.